

Refund Request With Documentation - STOP CLOSING MY TICKETS WITHOUT ASKING

Ticket details



1 month ago

Here's the image you wanted in my previous ticket. Now please REFUND THE MONEY LIKE YOU SAID YOU WOULD.

Your attachment took is broken and will not allow me to attach the file so here is a link



1 month ago

that link requires registration. here is a different link:



your attachment system is totally broken.



1 month ago

or here if you want just the pic and not the imgur ui



will you PLEASE process my refund now. PLEASE FOR THE LOVE OF GOD IVE JUMPEL




THROUGH ALL YOUR HOOPS.



1 month ago

As a reminder, the Colombian government is actively investigating getboltz.co and all campaigns they have hosted (as well as, in the next phases, the platforms they have hosted from) since the company's site falls under the oversight of the .co registry run by the Colombian government. They have already send formal Discovery Requests to Google Cloud (who seems to host the site) and Cloudflare (who acts as registrar and DNS). I'd keep an eye on the ol' admin inbox to see when they come knocking at your door. Just a friendly FYI since you all have been SO good to me.

Richard

 1 month ago

Hi 

Thanks for writing in about the status of your chargeback. Chargebacks can take up to 75 days to be resolved by your bank. Currently, your status is still pending. We will reach out to you directly with any new information or resolution.

Thank you for your patience.

Regards,

Richard | Trust & User Operations

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1 month ago

.... wow really? Why did you ask for such specific proof that my chargeback was can-

called if you are just going to make me wait 75 days anyway? The rep in the last ticket literally said that if I submitted the proof you requested that you would perform the refund. I did my part in good faith now can you please do yours?



1 month ago

The screenshot clearly shows that the case was resolved in your favor as not being valid for chargeback due to no error having occurred, and that the notice was my final notice and cannot be reopened. what else do you want?

Richard



1 month ago

Hi 

Thanks for letting us know. Unfortunately, the status is still pending on our end. We'll reach out to you directly as soon as we have any new information or a resolution.

Regards,

Richard | Trust & User Operations

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1 month ago

My only other option is to send a formal demand letter to you HQ to pave the way for a small claims suit; a thing I really don't want to do but I will NOT let you walk all over me. I've already documented all of my good-faith attempts to reach a resolution through this support portal and your continued insistence on ignoring my comments

and closing my tickets without resolution, including the refusal to use the requested and provided evidence.



1 month ago

Hi Richard,

Thank you for the update. The last comment was put in before I saw your response.

To my understanding, IGG placed the status into a pending stat when I reported the project as a scam; the chargeback came after that.



Richard

 1 month ago

Hi 

Thanks for the clarification. We appreciate you keeping us informed. We'll continue to monitor the status and will be in touch with any updates as soon as we receive them.

Regards,

Richard | Trust & User Operations

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This request is closed for comments. You can [create a follow-up](#).

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